IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with <u>underlining</u> and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claim 7, and AMEND claims 1, 3, 13-16, 20-22 in accordance with the following:

1.   (CURRENTLY AMENDED) A method for managing product information, said method comprising:

sending at least a purchased product information and a purchase number to a customer-terminal <u>generated at the time of purchase particular to the purchase</u>;

receiving a repair request form including the purchase number from the customer-terminal;

retrieving warranty information, corresponding to the purchase number received from the customer-terminal used by the customer, from a sales information management database managing the purchase number indicating a product that the customer purchased and warranty information showing a warranty of the product;

informing selectable request items with the retrieved warranty information to the customer-terminal; ~~and~~

conducting a request process corresponding to one of the selectable request items, which is indicated from the customer-terminal~~.~~<u>;</u>

<u>receiving a repair status request including a shop identification information and requesting a repair status;</u>

<u>determining whether a shop is registered by searching for the shop identification information in a shop registration database;</u>

<u>obtaining the purchase number from the customer-terminal when the shop identification information is found in the shop registration database; and</u>

<u>sending the customer-terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.</u>

2. (PREVIOUSLY PRESENTED) The method as claimed in claim 1, wherein said conducting of the request process further comprises deleting the purchased product information and the warranty information of a product indicated by the purchase number received from the customer-terminal, from the sales information management database when one of the selectable request items, indicated from the customer-terminal, shows a request to delete information related to a product that the customer purchased.

3. (CURRENTLY AMENDED) The method as claimed in claim 1, wherein:

said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchase number of the product that the customer purchased; and

said conducting of the request process comprises:

distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchase number received from the customer-terminal when one of the selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased; and

maintaining repair contents conducted by the repair person and the purchase number of a repaired product as the repair history information to a the repair history database.

4. (PREVIOUSLY PRESENTED) The method as claimed in claim 3, wherein said conducting of the request process further comprises:

notifying the customer of selectable receiving place items showing places to receive a repaired product such that said distributing a repair request sheet distributes said repair request sheet including one of the selectable receiving place items, which is indicated by the customer, to said repair person.

5. (PREVIOUSLY PRESENTED) The method as claimed in claim 3, wherein said informing selectable request items comprises:

checking whether or not a same repair is conducted within a predetermined period, by searching for the repair history information from said repair history database based on the purchase number received from the customer; and

informing said warranty information and said request items with a result of said checking to the customer.

6.   (PREVIOUSLY PRESENTED) The method as claimed in claim 3, further comprising:

searching for the purchase number corresponding to the repair contents showing a recall from said repair history database;

extracting the customer information from said sales information management database based on the search corresponding to the repair contents; and

informing recall information to recall a product, to each customer who purchased the product based on the customer information extracted from said sales information management database.

7.   (CANCELED) The method as claimed in claim 3, further comprising:

searching for the repair history information from the repair history information database based on the purchase number when a request message including the purchase number and requesting a repair status is received from the customer; and

sending the repair status created, based on the searched repair history information, to the customer-terminal.

8.   (WITHDRAWN) The method as claimed in claim 3, wherein said conducting a request process comprises:

specifying a product based on the purchased product identification received from the customer-terminal when one of said selectable request items, which is selected by the customer, shows a request to collect the product, which the customer purchased, to dispose of same; and

obtaining, from a table maintaining a collection fee for each product, each collection fee related to the product specified to be disposed of and calculating the total collection fee;

distributing a collection request sheet including collection contents and the total collection fee to a collection person selected based on the customer information corresponding to the purchased product identification received from the customer-terminal.

9.   (WITHDRAWN) The method as claimed in claim 1, further comprising informing the purchased product identification to the customer-terminal of the customer based on the customer information when the purchased product information, in which shop identification information identifying a shop is provided, and the customer information concerning the customer are received through a shop-terminal which the shop uses.

10.   (WITHDRAWN) The method as claimed in claim 1, further comprising:

maintaining the purchased product identification including shop identification identifying a shop and the customer information by corresponding to the purchased product identification in said sales information management database; and

creating a product list listing product information of purchased product of the customer based on the purchased product identification corresponding to the customer information retrieved from the sales information management database when the customer information is received, and sending the product list to the customer-terminal.

11.   (WITHDRAWN) The method as claimed in claim 10, further comprising:

obtaining the purchased product identification of products which the shop sold, by searching for the shop identification of the shop from said sales information management database when a request message requesting to obtain information related to product, which are sold by the shop and are consumed, is received from the shop-terminal of the shop;

creating need-to-replace product information of products that are identified by the purchased product identification obtained in the step (q) and are needed to replace, by referring to a table maintaining a replacement time of each product; and

notifying the need-to-replace product information to the shop-terminal.

12.   (WITHDRAWN) The method as claimed in claim 11, further comprising sending advertisement information based on the customer information retrieved from said sales information management database by the purchased product identification of the product, which need to be replaced, when advertisement information, including advertisement contents, is received from the shop-terminal.

13.   (CURRENTLY AMENDED) A computer-readable recording medium having a program recorded thereon for causing a computer to manage product information, by:

sending at least a purchased product information and a purchase number to a customer-terminal generated at the time of purchase particular to the purchase;

receiving a repair request form including the purchase number from the customer-terminal;

retrieving warranty information corresponding to the purchase number received from the customer-terminal used by the customer, from a sales information management database managing the purchase number identifying a product that the customer purchased and the warranty information showing a warranty of the product;

informing selectable request items with the retrieved warranty information to the customer-terminal; and

conducting a request process corresponding to one of the selectable request items, which is indicated from the customer-terminal.;

receiving a repair status request including a shop identification information and requesting a repair status;

determining whether a shop is registered by searching for the shop identification information in a shop registration database;

obtaining the purchase number from the customer-terminal when the shop identification information is found in the shop registration database; and

sending the customer-terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.

14.   (CURRENTLY AMENDED) The computer-readable recording medium as claimed in claim 13, wherein:

said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchased product identification of the product that the customer purchased; and

said conducting a request process comprises the codes of:

distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchased product identification received from the customer-

terminal when one of the selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased , and

maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as the repair history information to athe repair history database.

15.   (CURRENTLY AMENDED) An apparatus for managing product information, comprising:

an output part sending at least a purchased product information and a purchase number to a customer-terminal generated at the time of purchase particular to the purchase;

an input part receiving a repair request form including the purchase number from the customer-terminal;

a sales information management database managing the purchase number identifying a product that the customer purchased and warranty information showing a warranty of the product;

a warranty information retrieving part retrieving warranty information corresponding to the purchase number received from the customer-terminal used by the customer, from said sales information management database;

a request item informing part informing selectable request items with the warranty information retrieved by said warranty information retrieving part to the customer-terminal; and

a request process conducting part conducting a request process corresponding to one of the selectable request items, which is indicated from the customer-terminal.;

receiving a repair status request including a shop identification information and requesting a repair status;

determining whether a shop is registered by searching for the shop identification information in a shop registration database;

obtaining the purchase number from the customer-terminal when the shop identification information is found in the shop registration database; and

sending the customer-terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.

16.　(CURRENTLY AMENDED) The apparatus as claimed in claim 15, wherein:

said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchased product identification of the product that the customer purchased ; and

said request process conducting part comprises:

a repair request sheet distributing part distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchased product identification receive from the customer-terminal when one of the selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased , and

a repair contents maintaining part maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as the repair history information to athe repair history database.

17.　(WITHDRAWN) A method for requesting to repair a purchased product through a customer-terminal, said method comprising:

displaying a product list, listing purchased products at a display unit of the customer-terminal;

sending purchased product identification, identifying a product selected from said product list by a customer using the customer-terminal, to a support center supporting the product; and

requesting to repair the product, identified by the purchased product identification, by informing the support center of one of selectable request items, which is selected by the customer, when warranty information, showing warranty coverage of the product and the request items, is received from the support center.

18.　(WITHDRAWN) A computer-readable recording medium having a program recorded thereon for causing a computer to request to repair a purchased product through a customer-terminal:

displaying a product list, listing purchased products, at a display unit of the customer-terminal;

sending purchased product identification, identifying a product selected from said product list by a customer using the customer-terminal, to a support center supporting the product; and

requesting to repair the product, identified by the purchased product identification, by

informing the support center one of selectable request items, which is selected by the customer, when warranty information showing warranty contents of the product and the request items are received from the support center.

19.   (WITHDRAWN) An apparatus for requesting to repair a purchased product through a customer-terminal, comprising:

a displaying part displaying a product list listing purchased products at a display unit of the customer-terminal;

a sending part sending purchased product identification, identifying a product selected from said product list by a customer using the customer-terminal, to a support center supporting the product; and

a repair requesting part requesting to repair the product, identified by the purchased product identification, by informing the support center of one of selectable request items, which is selected by the customer, when warranty information showing warranty contents of the product and the request items are received from the support center.

20.   (CURRENTLY AMENDED) A method for managing product information, said method comprising:

displaying a purchased product list including at least a list number, a purchased product information, and a purchase number for each purchased product at a customer-terminal generated at the time of purchase particular to the purchase;

creating a repair request form including the purchase number corresponding to the list number selected by the customer at the customer-terminal and sending the repair request form from the customer-terminal to a service center;

retrieving warranty information, corresponding to the purchase number received from the customer-terminal used by the customer, from a sales information management database managing the purchase number indicating a product that the customer purchased and warranty information showing a warranty of the product;

informing selectable request items with the retrieved warranty information to the customer-terminal; and

conducting a request process corresponding to one of the selectable request items, indicated from the customer-terminal.;

receiving a repair status request including a shop identification information and requesting a repair status;

9

determining whether a shop is registered by searching for the shop identification information in a shop registration database;

obtaining the purchase number from the customer-terminal when the shop identification information is found in the shop registration database; and

sending the customer-terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.

21. (CURRENTLY AMENDED) A computer-readable recording medium having a program recorded thereon for causing a computer to manage product information, by:

transmitting a purchased product list including at least a list number, a purchased product information, and a purchase number for each purchased product, generated at the time of purchase particular to the purchase, wherein said transmitting of the purchased product list is for displaying at least the list number at a customer-terminal and creation of a repair request form including the purchase number corresponding to the list number selected by the customer at the customer-terminal to send the repair request form from the customer-terminal to a service center;

retrieving warranty information corresponding to the purchase number received from the customer-terminal used by the customer, from a sales information management database managing the purchase number identifying a product that the customer purchased and the warranty information showing a warranty of the product;

informing selectable request items with the retrieved warranty information to the customer-terminal; and

conducting a request process corresponding to one of the selectable request items, which is indicated from the customer-terminal.;

receiving a repair status request including a shop identification information and requesting a repair status;

determining whether a shop is registered by searching for the shop identification information in a shop registration database;

obtaining the purchase number from the customer-terminal when the shop identification information is found in the shop registration database; and

sending the customer-terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.

22. (CURRENTLY AMENDED) An apparatus for managing product information, comprising:

an output part transmitting a purchased product list including at least a list number and a purchased product identification identifying a product that a customer purchased for each purchased product, wherein said transmitting of the purchased product list is for displaying at least the list number at a customer-terminal and creation of a repair request form including a purchase number, generated at the time of purchase particular to the purchase, corresponding to the list number selected by the customer at the customer-terminal and to send the repair request form from the customer-terminal to a service center;

a sales information management database managing the purchase number indicating a product that the customer purchased and warranty information showing a warranty of the product;

a warranty information retrieving part retrieving warranty information corresponding to the purchase number received from the customer-terminal used by the customer, from said sales information management database;

a request item informing part informing selectable request items with the warranty information retrieved by said warranty information retrieving part to the customer-terminal; and

a request process conducting part conducting a request process corresponding to one of the selectable request items, which is indicated from the customer-terminal.;

receiving a repair status request including a shop identification information and requesting a repair status;

determining whether a shop is registered by searching for the shop identification information in a shop registration database;

obtaining the purchase number from the customer-terminal when the shop identification information is found in the shop registration database; and

sending the customer-terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.